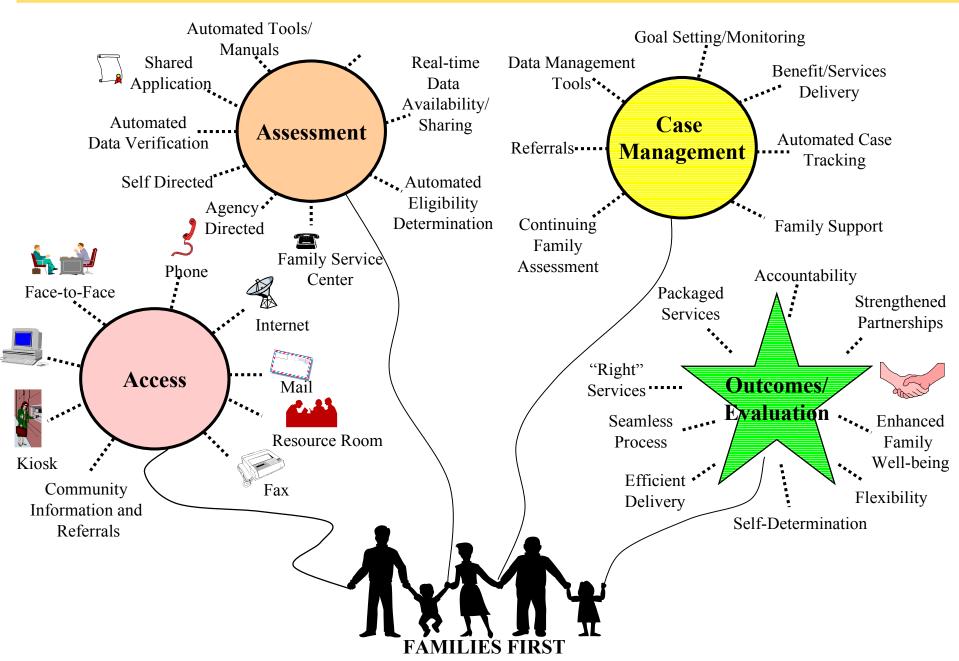
REENGINEERING BUSINESS PROCESSES TO INTEGRATE THE DELIVERY OF HUMAN SERVICES IN NORTH CAROLINA

By Bill Cox
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Prepared for the Conference on Modernizing Information Systems for the Human Services, June 28-29, 2001 in Reston, Virginia Welfare Reform Requirements + New Technologies Enabled:

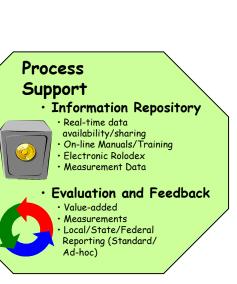
- A truly integrated human services delivery approach
- Proactive case management tools
- A more inclusive level of "one stop shopping" to North Carolina citizens

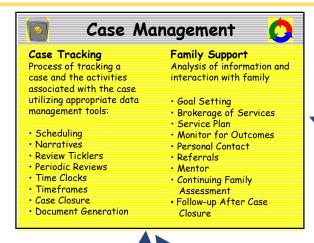
Reengineered Concept Model

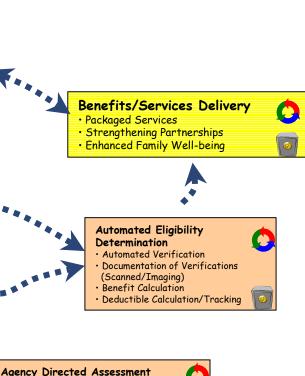


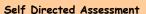
"Provide family centered services by means of an efficient, seamless service delivery process that provides flexibility for the counties and accountability throughout the system"

Reengineered Social Services Process









Automated self evaluation for program eligibility and application



Access

- · Information Sharing
- Information gathering tools
- · Family Service Center
- · General Information
- · Referrals from other resources

Program Specific Information

or other services (includes initial

Voluntary/Involuntary services

application or inquiry)

· Request for benefits, emergency services

· Reviews/Changes (Self/Agency/Other)

· Referrals to other resources



· Face to face or other

Community Information and Education

- · Brochures
- MediaVideo
- · Web Pages
- BillboardsKiosks





FACTOR	IMPACT/BARRIERS	RECOMMENDATIONS
Statewideness	 □ Definition based on regulations developed in 1988 □ Federal funding denied for SACWIS □ Counties developing systems to meet their needs, (needs are different than the state's needs) 	 □ Eliminate the Statewideness requirement. □ In its place, require equal access to services for all citizens □ Allow states the flexibility to meet the above requirement.
Cost Allocation, Funding and Methods	 □ Caseload statistics no longer reflective of true picture □ TANF involves much more than cash assistance □ Methodology does not address phased-in programs 	☐ Develop models that facilitate reengineering and allow for distributing costs to programs included at the beginning of the project as well as programs added later.
Approval Process/Oversight	☐ Structure based on a system model ☐ Doesn't support iterative approach	 ☐ Move from project level to strategic level ☐ Focus on objectives ☐ Recognize and utilize State oversight functions that meet or exceed federal requirements.